

Position Description

EMR Systems Analyst -Ambulatory services Project

Classification:	HS5 + overaward
Business unit/department:	EMR Services
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Fixed-Term Full-Time
Hours per week:	38
Reports to:	Lynne Keith
Direct reports:	0
Financial management:	12-month contract
Date:	04/26

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

The EMR Analyst - Ambulatory Services project is responsible for the analysis, configuration, build, testing, and optimisation of clinical documentation within the Cerner Millennium system to support safe, efficient, and standardised ambulatory care workflows.

Working closely with clinicians, informatics leads, and project stakeholders, the role ensures that ambulatory clinical documentation solutions meet operational, clinical, regulatory, and reporting requirements, and support high-quality patient care across ambulatory settings.

About the Directorate/Division/Department

The Department provides a wide range of Information Communication and Technology (ICT) and Electronic Medical Record (EMR) Services to Austin Health staff.

ICT and EMR Services is grouped into the following functional streams:

- ICT Services
- Infrastructure Services
- Application, Integration Services
- Strategy Engagement and Project Services
- EMR services

The ICT and EMR environment include business critical information systems and multi-campus data and telecommunications networks. It supports over 8,000 staff, computers, applications, Microsoft Windows, Unix servers and multiple database products and telecommunication devices.

EMR services office is located at the Austin Campus, however staff are required to work across all Austin Health campuses as required. The EMR team strives for a positive collaborative environment built on trust. They work towards collective decisions, and they are held accountable for outcomes.

Position responsibilities

- Configure and maintain ambulatory clinical documentation components within Cerner Millennium
- Configure dynamic documents, Iview, Mpages, worklists, Chart XR and ESH
- Translate ambulatory clinical and business requirements into effective EMR solutions
- Validate documentation content and usability
- Ensure documentation build aligns with clinical standards, best practice, and organisational policies
- Provide subject-matter expertise on ambulatory documentation capabilities and system constraints
- Assist in the Development of unit, integration, and user acceptance testing plans
- Support troubleshooting and resolution of build defects and workflow issues
- Participate in go-live preparation, cutover activities, and post-implementation support
- Maintain data integrity and standardisation across ambulatory services
- Support reporting and clinical data capture requirements
- Maintain documentation build post-implementation, including enhancements and optimisation
- Investigate and resolve incidents and service requests related to ambulatory documentation
- Contribute to project planning, documentation, and governance processes
- Ensure deliverables meet agreed timelines and quality standards
- Participate in change management, training input, and knowledge transfer activities
- Perform special tasks or functions that go beyond the day-to-day activities of EMR Services as required by the Project Manager /EMR Services Manager



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Selection criteria

Essential skills and experience:

- Demonstrated experience configuring Cerner Millennium, particularly ambulatory clinical documentation
- Ability to collaborate effectively with clinicians and translate clinical needs into technical solutions
- Strong analytical, problem-solving, and troubleshooting skills
- Excellent written and verbal communication skills
- Experience working within structured EMR implementation or optimisation projects
- Requirements gathering and workflow analysis
- System testing and validation

Desirable but not essential:

- understanding of ambulatory care workflows, including outpatient clinics, specialty services, and multidisciplinary care
- Experience in ambulatory EMR deployment across multiple specialties
- Knowledge of clinical governance, safety, and regulatory requirements
- Experience working in complex healthcare or large-scale EMR environments

Professional qualifications

- Health Informatics
- Information Technology
- Health Information Management
- Nursing / Allied Health / Clinical background plus IT experience
- PRINCE2 / PMBOK / Agile

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.



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Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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